

Department Offices and Addresses

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Department Offices and Addresses

Introduction

The U.S. Department of Education (the Department) was established on May 4, 1980 by Congress in the Department of Education Organization Act (Public Law 96-88 of October 1979). The Department's mission is to, among other things:

- ❖ improve the coordination of Federal education programs;
- ❖ improve the management of Federal education activities; and
- ❖ increase the accountability of Federal education programs to the President, the Congress, and the public.

There are a number of offices within the Department. One of those offices, the Office of Student Financial Assistance Programs (SFA), is responsible for oversight of the Title IV federal student aid programs the Department administers. Within SFA are three major channels: Schools, Students, and Financial Partners. Each of these channels has responsibility for some aspect of the SFA Programs.

There are several offices within the Schools Channel. Three of these are relevant for schools concerned about cohort default rates. These offices are Default Management, Case Management Teams, and Direct Loan Schools Relations.

Default Management works with cohort default rates and with schools and data managers in the cohort default rate challenge, adjustment, and appeal process. The Case Management Teams and the Direct Loan Schools Relations provide technical assistance and assist schools with developing their default management plans and practicing good default prevention habits. Institutional Improvement Specialists (IIS) work for the Case Management Teams in carrying out these duties; Client Account Managers (CAMs) perform similar functions for the Direct Loan Schools Relations.

Default Management

The Department's Default Management office

- ❖ responds to general and specific inquiries about draft and official cohort default rates;
- ❖ oversees the calculation of draft and official cohort default rates;
- ❖ disseminates draft and official cohort default rates in print and on the internet;
- ❖ works with partners in the Negotiated Rule-Making process;
- ❖ fulfills requests for various forms of draft and official cohort default rate data;
- ❖ provides the draft and official loan record detail report to schools;
- ❖ initiates administrative actions against schools with official cohort default rates above the sanction thresholds;
- ❖ publishes the "Cohort Default Rate Guide;"
- ❖ provides training through conference appearances to schools and guaranty agencies on cohort default rate information and the cohort default rate challenge, adjustment, and appeal requirements;
- ❖ reviews and responds to schools' challenges, adjustments, and appeals and data managers' challenge, adjustment, and appeal responses; and
- ❖ assists schools in identifying the implications of their cohort default rate situation and the challenges, adjustments, and appeals that schools are eligible to submit.

The Default Management main telephone number is 1-202-708-6048.
The Default Management hotline telephone number is 1-202-708-9396.

When contacting Default Management by commercial overnight mail/courier delivery, the address is

U.S. Department of Education
Default Management
Portals Building, Room 6300
1250 Maryland Avenue SW
Washington, DC 20024

When contacting Default Management by U.S. Postal Service, the address is

U.S. Department of Education
Default Management
Portals Building, Room 6300
400 Maryland Avenue SW
Washington, DC 20202-5353

Default Management does not provide technical assistance to schools for establishing and developing a default management plan except for schools seeking an exemption under 34 CFR 668.198. Other schools in need of technical assistance for establishing and developing a default management plan should contact their Case Management Team or William D. Ford Federal Direct Loan (Direct Loan) Schools Relations.

Case Management Teams

The Department's Case Management Teams

- ❖ review and approve institutional applications for participation,
- ❖ review institutional compliance audits and financial statements,
- ❖ provide training and technical assistance to schools,
- ❖ perform on-site compliance reviews and analysis of reports on schools and their agents,
- ❖ assist schools with establishing and developing default management plans,
- ❖ assist schools in default management and default prevention practices, and
- ❖ handle address changes from schools.

Figure 2.6.1 shows contact information for the Case Management Teams. You should note that each case team is made up of members from Case Management and Oversight Headquarters and the appropriate regional case management office.

Direct Loan Schools Relations

The Department's Direct Loan Schools Relations

- ❖ provide training and technical assistance to schools on EDEExpress, return of Title IV funds, satisfactory academic progress, default management plans/default management prevention, and technical assistance;

Figure 2.6.1

Case Management
Team Contacts

Headquarters (HQ) or Regional Office (Region)	States Served	Phone Number	Address
HQ - DC Case Management and Oversight	Assists all states	1-202-260-3616	
Boston Case Team	CT, MA, ME, NH, RI, VT	1-617-223-9338	JW McCormack Post Office and Courthouse Building Room 502 Boston, MA 02109-4557
New York Case Team	NJ, NY, PR, VI	1-212-264-4022	75 Park Place Room 1206 New York, NY 10007
Philadelphia Case Team	DC, DE, MD, PA, VA, WV	1-215-656-6442	The Wannamaker Bldg. Suite 511 100 Penn Square East Philadelphia, PA 19107
Atlanta Case Team	AL, FL, GA, MS, NC, SC	1-404-562-6315	61 Forsyth Street, SW Room 18T, 20B Atlanta, GA 30303
Chicago Case Team	IL, MN, OH, WI	1-312-886-8767	111 North Canal Street Room 830 Chicago, IL 60606-7206
Dallas Case Team	AR, LA, NM, OK, TX	1-214-880-3044	1999 Bryan Street Suite 2720 Dallas, TX 75201-6817
Kansas City Case Team	IA, KS, KY, MO, NE, TN	1-816-880-4053	8930 Ward Parkway Second Floor Kansas City, MO 64114
Denver Case Team	CO, MI, MT, ND, SD, UT, WY	1-303-844-3677	1391 North Speer Blvd. Suite 800-A Denver, CO 80204-2512
San Francisco Case Team	AZ, CA, HI, NV, Islands	1-415-556-4295	50 United Nations Plaza Room 266 San Francisco, CA 94102-4987
Seattle Case Team	AK, ID, IN, OR, WA	1-206-615-2594	

- ❖ assist schools with establishing and developing their default management plans;
- ❖ assist schools in default management and default prevention practices; and
- ❖ provide conference appearances and outreach to school and lending communities.

Figure 2.6.2 shows contact information for the Direct Loan Schools Relations. You should note that each case team is made up of members from Direct Loan Schools Relations Headquarters and the appropriate regional Schools Relations.

Figure 2.6.2

Direct Loan Schools
Relations Contacts

Headquarters (HQ) or Regional Office (Region)	States Served	Phone Number	Address
HQ - DC Direct Loan Schools Relations	Assists all states	1-202-260-6008	
Region 1	CT, MA, ME, NH, RI, VT	1-617-565-6911	10 Causeway Street 3rd Floor, Room 341 Boston, MA 02222
Region 2	NJ, NY, PR, VI	1-212-264-8012	75 Park Place 12th Floor New York, NY 10007
Region 3	DC, DE, MD, PA, VA, WV	1-215-656-5929	The Wannamaker Building Suite 513 100 Penn Square East Philadelphia, PA 19107
Region 4	AL, FL, GA, KY MS, NC, SC, TN	1-404-562-6259	61 Forsyth Street, SW Room 18T20-A Atlanta, GA 30303
Region 5	IL, IN, MI, OH, WI	1-312-886-8766	111 North Canal Street Room 830 Chicago, IL 60606-7206
Region 6	AR, LA, NM, OK, TX	1-214-880-2405	1999 Bryan Street Suite 2735 Dallas, TX 75201-6817
Region 7	IA, KS, MO, NE	1-816-880-4090	8930 Ward Parkway Second Floor Kansas City, MO 64114
Region 8	CO, MN, MT, ND, SD, UT, WY	1-303-844-3677	1391 North Speer Boulevard Suite 800-A Denver, CO 80204-2512
Region 9	AZ, CA, HI, NV	1-415-556-4201	50 United Nations Plaza Room 121 San Francisco, CA 94102-4987
Region 10	AK, ID, OR, WA	1-206-615-2231	

Other Department Offices

U.S. Department of Education main Web site

- ❖ Web site: <http://www.ed.gov>

School Portals Web site

All of the following Web sites can be accessed through the School Portals Web site.

- ❖ Web site: <http://sfa4schools.sfa.ed.gov/>

Student Financial Assistance (SFA) Customer Service Call Center

Provides general assistance to schools and students

- ❖ Email: csb@ed.gov
- ❖ Telephone: 1-800-433-7327
- ❖ Web site: <http://www.ed.gov/offices/OSFAP>

Default Collections

Responsible for collection of individual defaulted loans assigned to the Department

- ❖ Telephone: 1-800-621-3115
- ❖ Web site: <http://www.nslsdfap.ed.gov>

Partner Services Default Coordination Team

Provides general assistance to loan partners, including lender and guaranty agency cohort default rates

- ❖ Telephone: 1-202-401-7482
- ❖ Web site: <http://www.ed.gov/offices/OSFAP/IGAL/index.html>

Information for Financial Aid Professionals (IFAP)

Regulation Compilations, Federal Registers, Reauthorization information, Dear Partner letters, Training information

- ❖ Web site: <http://www.ifap.ed.gov>

National Student Loan Data System (NSLDS)

- ❖ Telephone: 1-800-999-8219
- ❖ Web site: <http://www.nslsdfap.ed.gov>

CPS/WAN Technical Support

- ❖ Telephone: 1-800-330-5947